

Supervise and Enroll MLTI iPad

Updated October 28, 2013

Requirements:

MLTI IV MacBook Air

MLTI IV iPad

Lightning to USB Cable

MLTI Enrollment Profile

Trust Profile

MLTI iPad Lock Screen image (optional)

Apple Configurator (available here: <https://macappsto.re/us/JXo5z.m>)

iTunes

Please be sure to run Software Update to insure that you are running the most recent version of Apple Configurator and iTunes (as well as security updates and patches, etc).

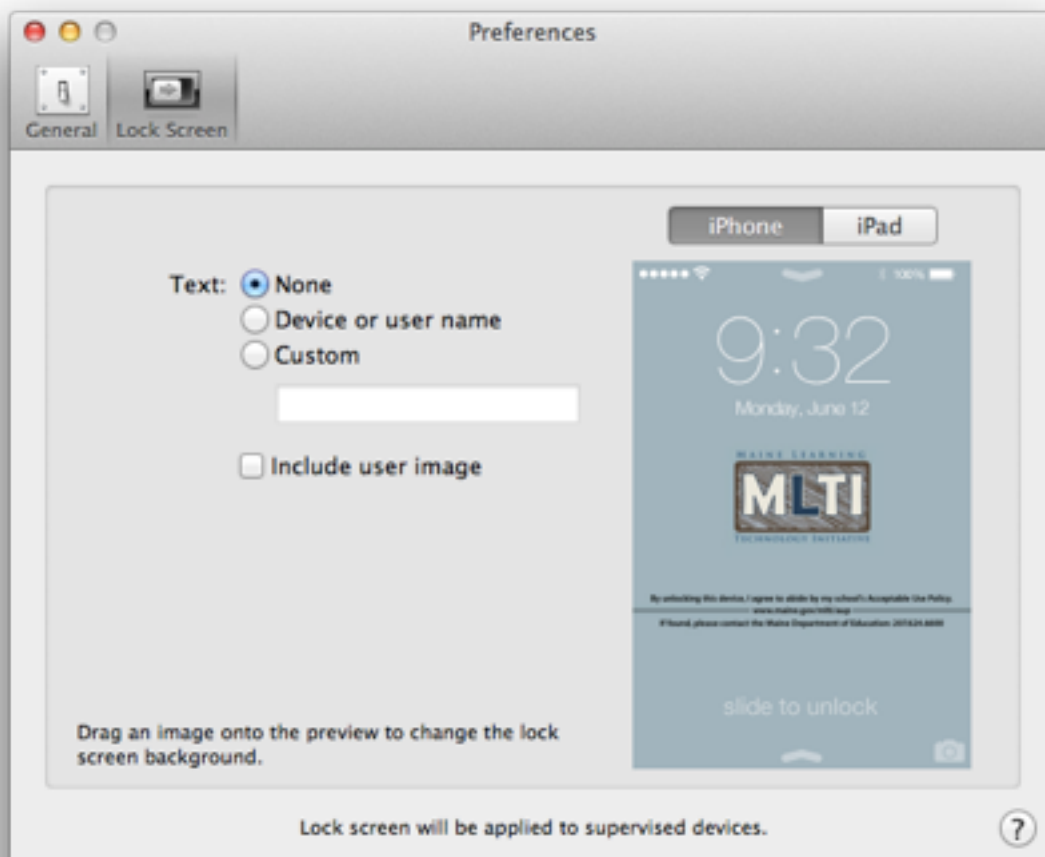
Please be sure that iTunes is NOT running and that Configurator is launched prior to connecting iPad.

This document describes the process to Supervise and Enroll an MLTI iPad that may have been reset or disabled due to too many failed passcode attempts. This process may also be used to restore an MLTI iPad to be deployed to another user. The same process should be followed for iPad and iPad mini.

If you require additional assistance, please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or <http://www.info.apple.com/mlti/>

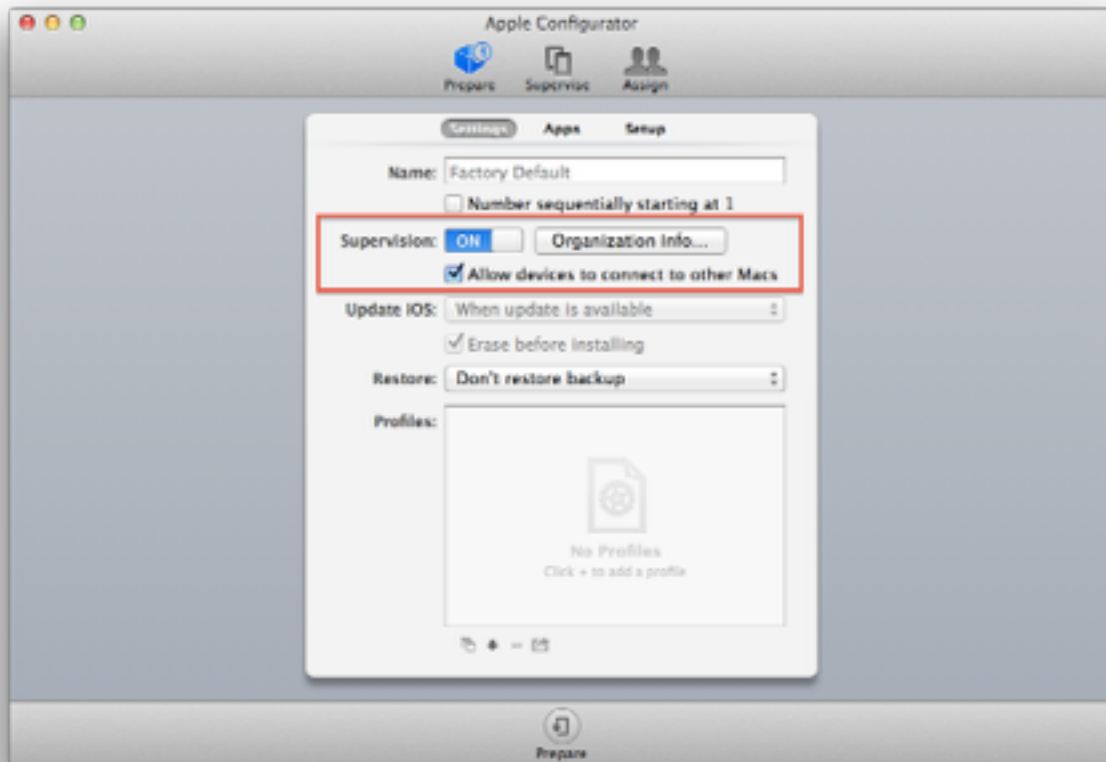
Set up Apple Configurator¹

- Step 1:** Launch Apple Configurator.
Select Preferences from the Apple Configurator menu, select Lock Screen, then choose iPad and drag the MLTI 2013 iPad Lock Screen.jpg (included) into the image box.

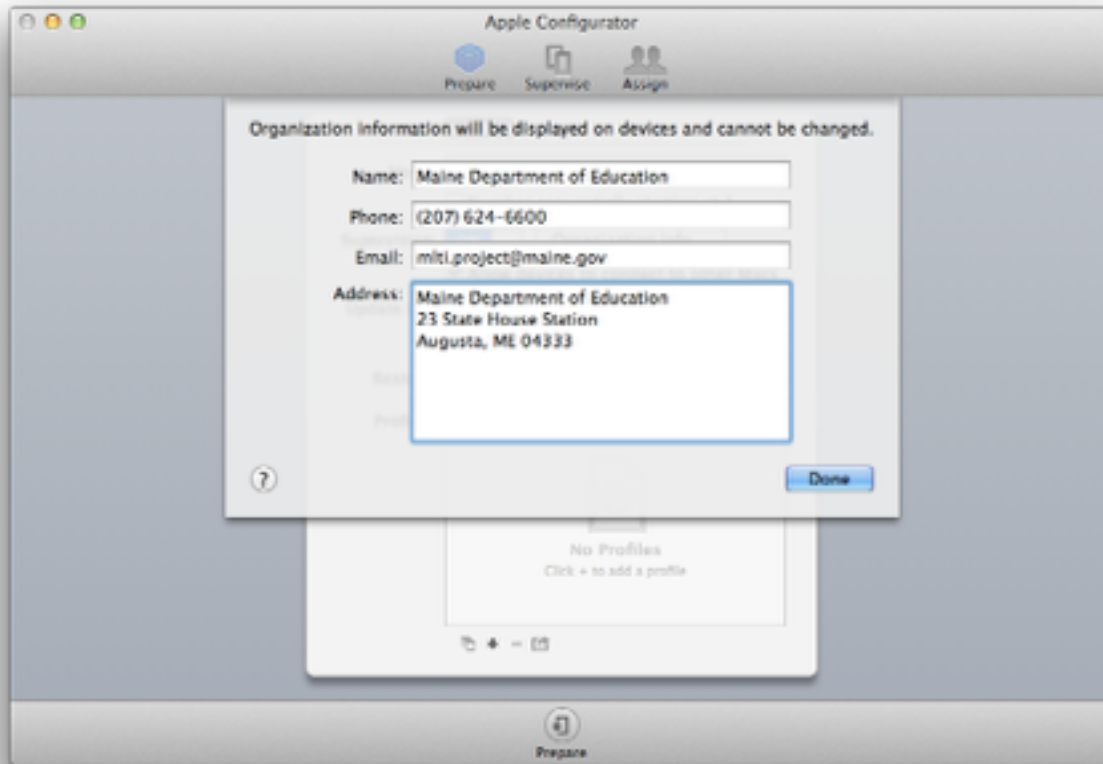


¹ Complete Apple Configurator setup only once for each iPad restore workstation.

Step 2: Set the name to the Asset Tag on the back of the device. Set Supervision to 'ON'. Select the 'Allow devices to connect to other Macs' checkbox.

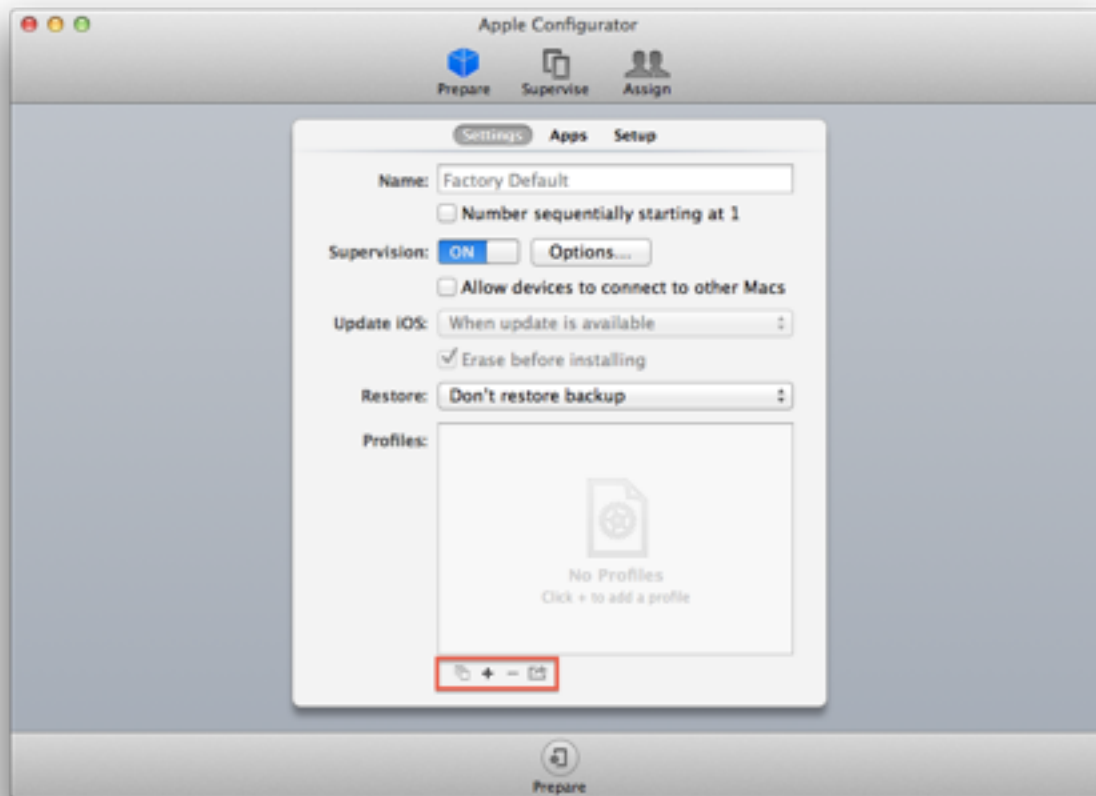


Step 3: Click the Options button and add the following information:

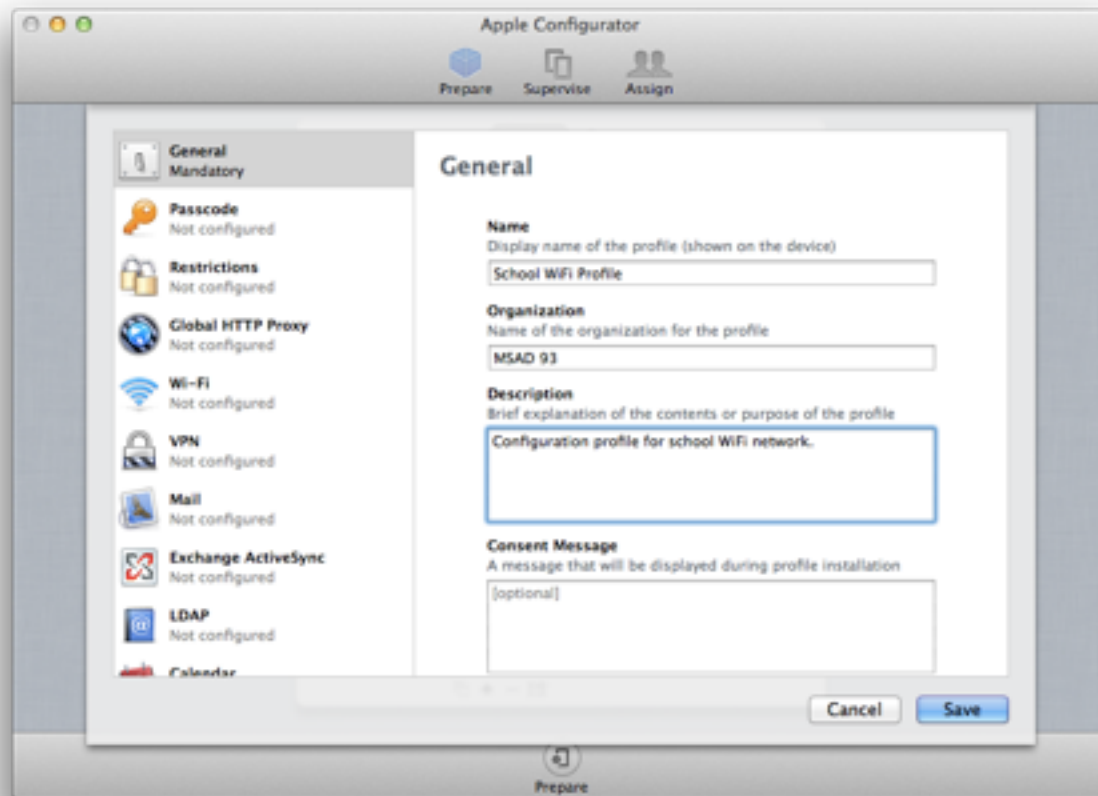


Name: Maine Department of Education
Phone: (207) 624-6600
Email: mlti.project@maine.gov
Address: Maine Department of Education
23 State House Station
Augusta, ME 04333

Step 4: Select the + button to add your School WiFi profile.



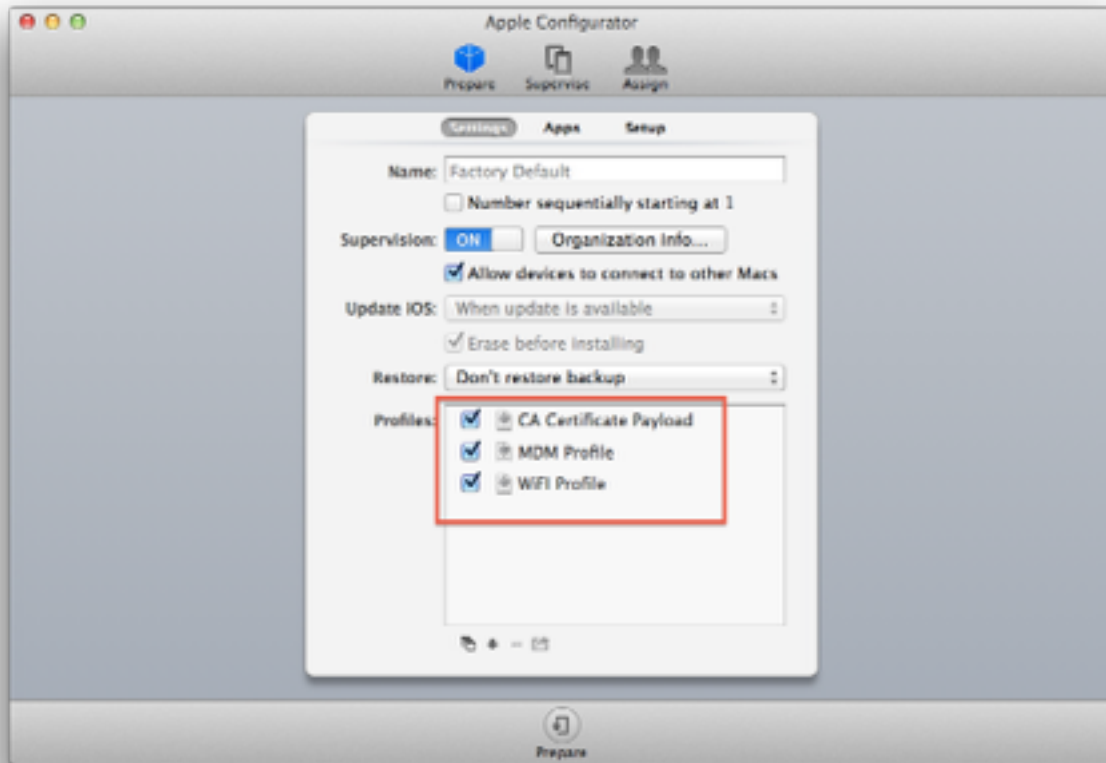
Add General Info (required):



Configure payload with your school's WiFi settings and save profile.



Step 5: Enable the newly created WiFi profile by clicking the checkbox beside the profile. Drag the 'MLTI Enrollment Profile.mobileconfig' (Configurator will display as 'MDM Profile') and 'Trust Profile.mobileconfig' files into the 'Profiles:' section and enable by clicking the checkbox for each.



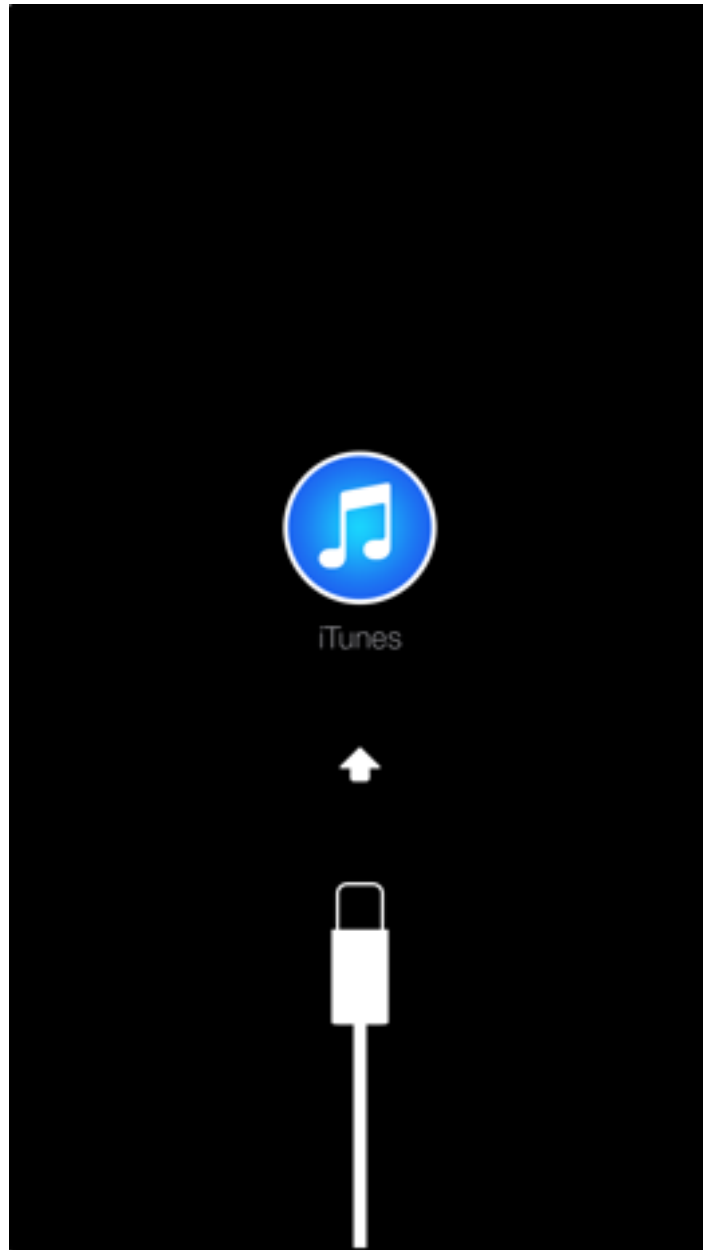
The Configurator workstation is now ready to 'Prepare' iPads for use with MLTI.

Restore iPad from Recovery Mode

If the iPad has been disabled due to failed passcode attempts, the iPad will need to be restored using 'Recovery Mode.'

- Step 1:** Connect your USB Lightning cable to your computer but not to the iPad
- Step 2:** Turn off the device: Press and hold the Sleep/Wake button for a few seconds until the red slider appears, then slide the slider. Wait for the device to turn off. Note: If you cannot turn off the device using the slider, press and hold the Sleep/Wake and Home buttons at the same time. When the device turns off, release the Sleep/Wake and Home buttons.
- Step 3:** While pressing and holding the Home button down, connect the USB Lightning cable to the iPad. The device should turn on.

Step 4: Continue holding the Home button until you see the Connect to iTunes screen. When this screen appears, you can release the Home button:



When the 'Recovery Mode' screen appears on the iPad, proceed to 'Prepare iPad for use with MLTI'

Prepare iPad for Restore

Prior to restoring iPad, be sure to disable 'Find my iPad.' This process requires access to the iPad. If the iPad has been disabled due to failed passcode attempts, proceed to 'Restore iPad from Recovery Mode.'

Step 1: Insure that the end user has performed a manual iCloud backup
(<http://support.apple.com/kb/HT1766>)

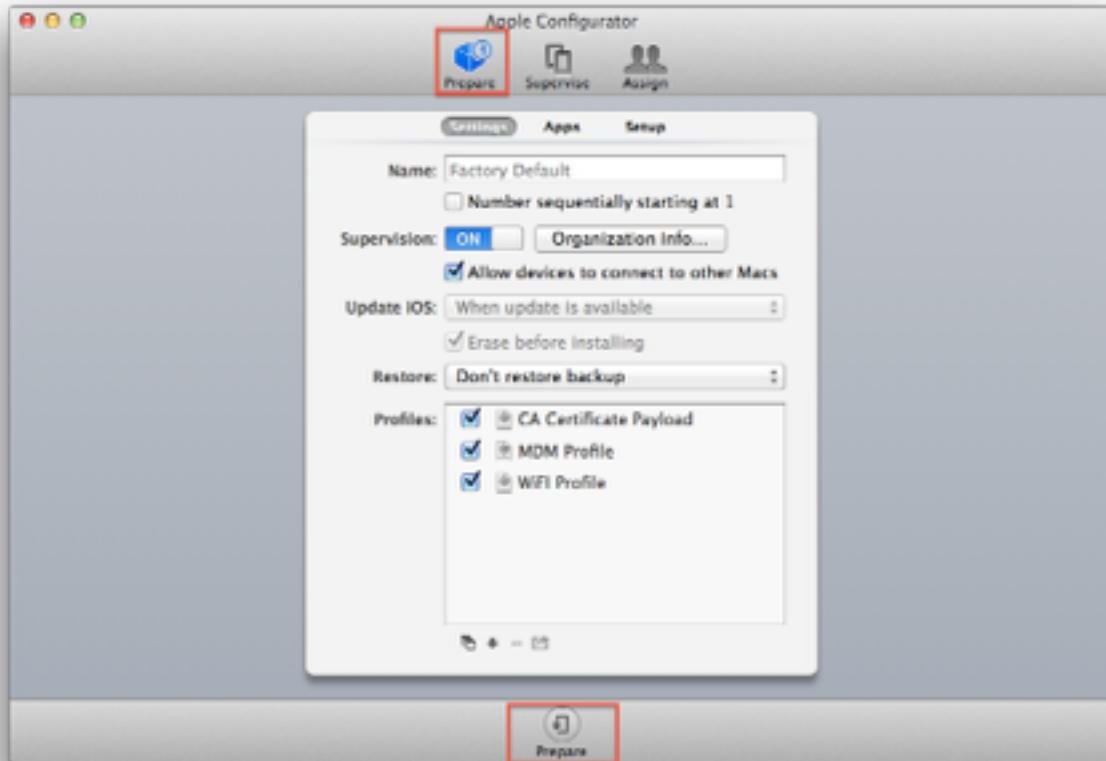
Step 2: Go to Settings > General > Reset, then tap 'Erase All Content and Settings' (If the device is running iOS 7 and has Find My iPad enabled, the end user will be required to enter their Apple ID and password).

Proceed to 'Prepare iPad for use with MLTI'

Prepare iPad for use with MLTI

Be sure to complete Configurator set up prior to preparing iPad for use with MLTI.

Step 1: Connect iPad via USB Lightning cable (if not already connected). When the iPad is recognized by Configurator (indicated by the numeral on the 'Prepare' badge), press the 'Prepare' button.

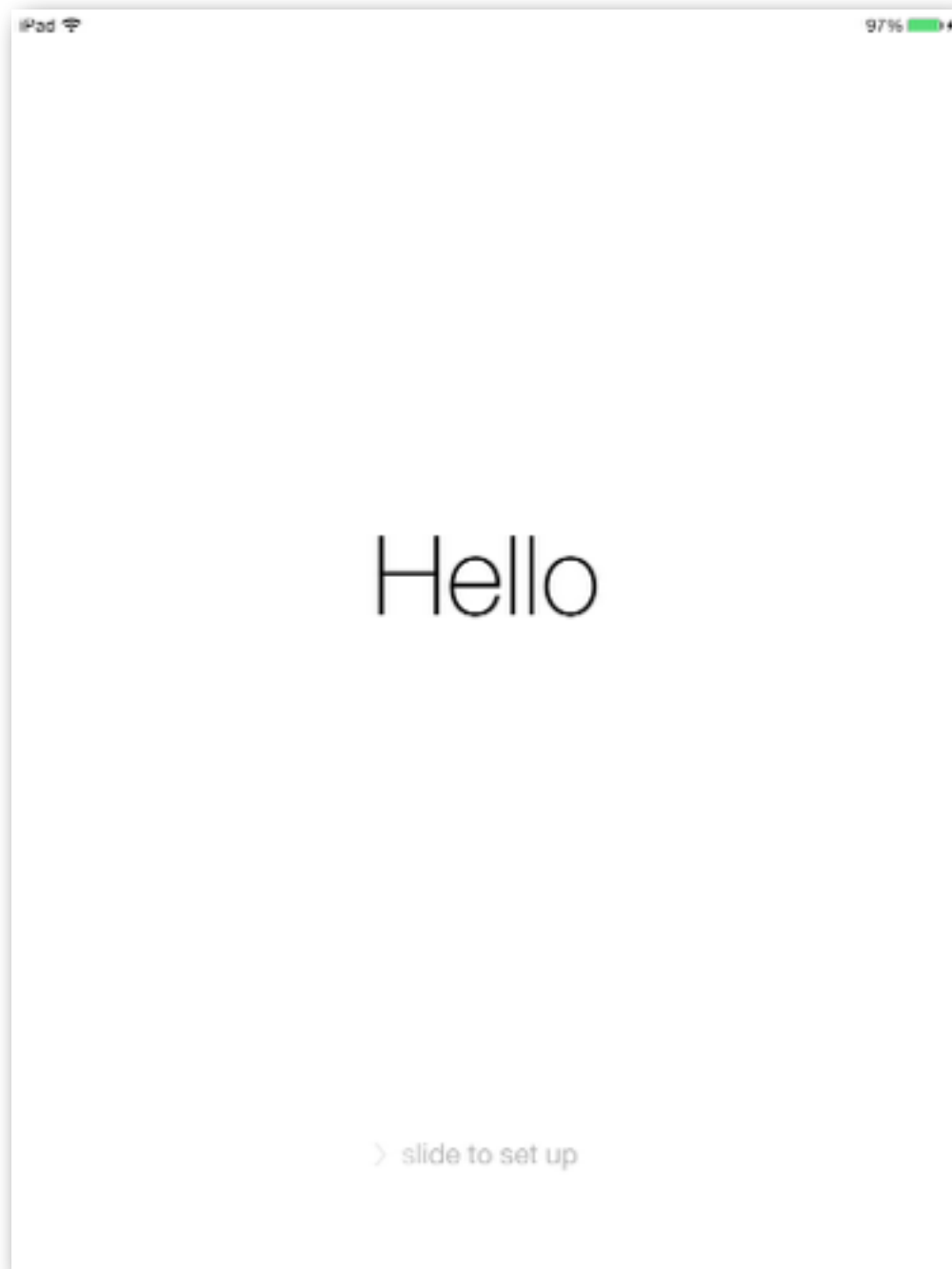


If you receive an error during this process, it is likely due to a new feature in iOS 7 called Activation Lock, which makes it more difficult for anyone to use or sell an iPad if it's ever lost or stolen. If the user was not able to turn off Find My iPad prior to restoring the device, you will need the user to enter their Apple ID password on the iPad and then run Step 1 again.

If you continue to see errors with this process, or the user is unavailable to clear the Activation Lock, please contact the AppleCare MLTI Help Desk for assistance.

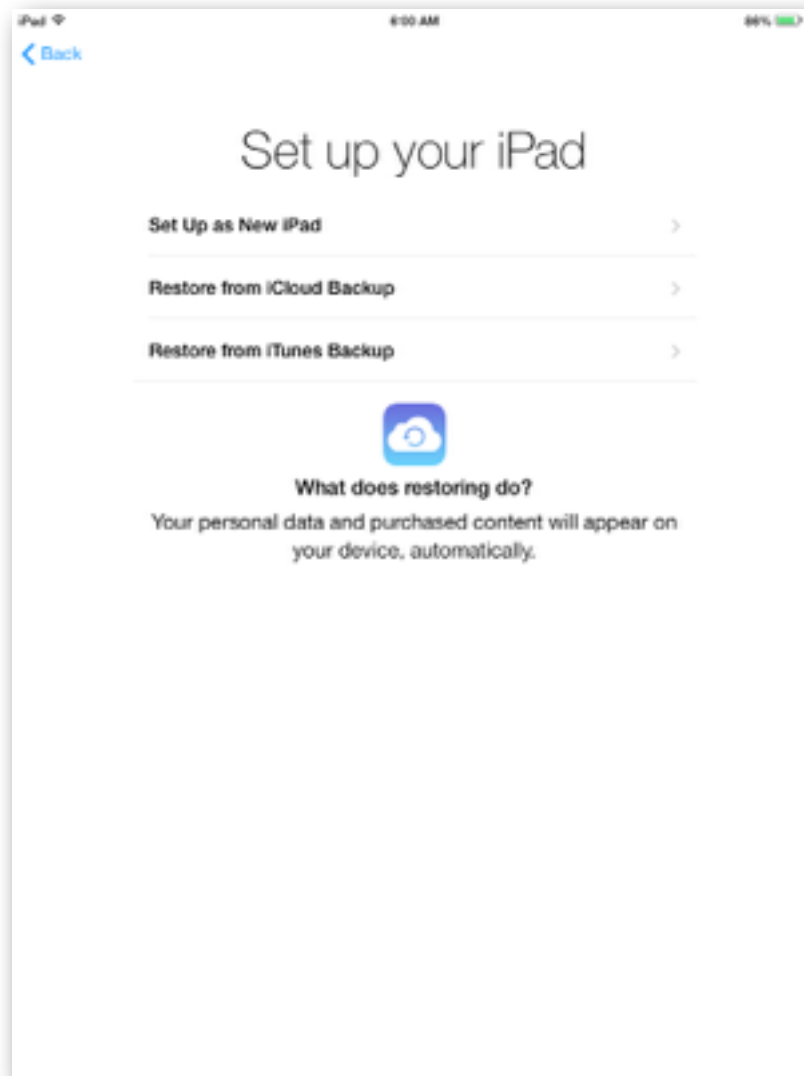
iPad Setup

When the process has completed, the iPad will be ready to be set up by the end user.



The iPad Setup Assistant must be completed by the end user. The School IT staff can not complete this step.

Step 1: Setup Assistant²



Step through the set up screens until you reach the Set Up Your iPad screen:

Option 1: If the user made an iCloud backup, choose the Restore from iCloud Backup option. You will be prompted for the user's personalized Apple ID and password. You may also be prompted for the user's original temporary Apple ID and password. If this occurs, clear the temporary Apple ID from the field, enter the personalized Apple ID and password and continue. This will restore the device from the user's last backup.

Option 2: If the user did not make an iCloud backup, choose Set Up as New iPad. Enter the personalized Apple ID and password on the next screen, complete the setup. Go to the App Store, go to Purchased and download the purchased apps to the iPad.

² The iPad Setup Assistant must be completed by the end user. The School IT staff can not complete this step.